



# THE TECHNICAL UNIVERSITY OF KENYA

*Education and Training for the Real World*

## SERVICE CHARTER

No.	SERVICE	OBLIGATION	COST in KSh	TIMELINE (Within)
1.	Enquiries	<ul style="list-style-type: none"> <li>Phone calls will be answered promptly</li> <li>A customer will be attended to promptly and satisfactorily</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>3 rings</li> <li>15 minutes</li> </ul>
2.	Response to correspondences	<ul style="list-style-type: none"> <li>All mails will be acknowledged appropriately</li> <li>All mails will be responded to/acted on</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>18 hours on work days</li> <li>7 days</li> </ul>
3.	Management of Academic Programmes	<ul style="list-style-type: none"> <li>The University will provide a platform for online applications</li> <li>Prospective students are issued with admission letters</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Continuous</li> <li>2 months before the reporting date</li> </ul>
4.	Identity Cards	<ul style="list-style-type: none"> <li>All staff will be issued with University identity cards</li> <li>All students will be issued with University identity cards</li> </ul>	<ul style="list-style-type: none"> <li>As per the regulations</li> <li>As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>14 days after being employed</li> <li>14 days after being admitted</li> </ul>
5.	Accommodation	<ul style="list-style-type: none"> <li>The University will ensure equity, transparency and fairness in allocation of institutional hostel space</li> <li>The University will provide a list of vetted and recommended private hostels for consideration by students</li> </ul>	<ul style="list-style-type: none"> <li>As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>1<sup>st</sup> day of admission</li> <li>1<sup>st</sup> day of admission</li> </ul>
6.	Education and training: Certificate, Diploma, Undergraduate and Graduate programmes	<ul style="list-style-type: none"> <li>All academic programmes will be offered to qualified candidates</li> </ul>	<ul style="list-style-type: none"> <li>As per the approved fees</li> </ul>	<ul style="list-style-type: none"> <li>As per Senate-approved regulations</li> </ul>
7.	Attachment	<ul style="list-style-type: none"> <li>All students on attachment will be examined</li> </ul>	<ul style="list-style-type: none"> <li>As per the approved fees</li> </ul>	<ul style="list-style-type: none"> <li>During the attachment period</li> </ul>
8.	Examinations: Done at the end of every semester/term	<ul style="list-style-type: none"> <li>All students who meet the requirements will be examined</li> </ul>	<ul style="list-style-type: none"> <li>As per the approved fees</li> </ul>	<ul style="list-style-type: none"> <li>Last 2 weeks of the semester/term</li> </ul>
9.	Examination Results	<ul style="list-style-type: none"> <li>Provisional results and transcripts will be released to all students at Faculty level</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>5 weeks from date of last exam paper</li> </ul>
10.	Certification	<ul style="list-style-type: none"> <li>Students will be issued with certificates</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Within two months after graduation</li> </ul>
11.	Research, Consultancy, Innovation and Enterprises	<ul style="list-style-type: none"> <li>Proposals for research, consultancies, partnerships and innovations will be acknowledged and responded to accordingly</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>7 days</li> </ul>
12.	Student Welfare	<ul style="list-style-type: none"> <li>Services to students in respect to accommodation, catering, sports, health and chaplaincy, will be delivered professionally and in a timely manner</li> <li>The University will ensure equity, fairness and transparency in award of bursaries to deserving students</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>1 day</li> <li>10 days</li> </ul>
13.	Employment	<ul style="list-style-type: none"> <li>Advertised job applications will be processed upon receipt</li> <li>All interviewed candidates will be notified of the interview outcome</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>1 month after close of deadline</li> <li>1 month after the interview</li> </ul>
14.	Tenders for Suppliers	<ul style="list-style-type: none"> <li>All tenders will be advertised in the print media and prequalified suppliers invited to buy tenders.</li> <li>Submitted invoices will be paid upon delivery of required service/goods</li> </ul>	<ul style="list-style-type: none"> <li>As per the tender documents</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>30 days after closing date</li> <li>30 days after receipt of an invoice</li> </ul>
15.	Leasing of facilities	<ul style="list-style-type: none"> <li>Facilities will be hired out for approved functions depending on their availability</li> </ul>	<ul style="list-style-type: none"> <li>As per the approved rates</li> </ul>	<ul style="list-style-type: none"> <li>3 days</li> </ul>
16.	Counseling and VCT Services	<ul style="list-style-type: none"> <li>Will be offered to willing members</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>2 days</li> </ul>


### “Committed to Courtesy and Excellence in Service Delivery”

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to:

1. The Vice-Chancellor, Technical University of Kenya - Tel: +254 (020) 3343672, 2219929, Ext 233 or email: [vc@tukenya.ac.ke](mailto:vc@tukenya.ac.ke)
2. The Chief Executive Officer, Commission for Administrative Justice (Ombudsman) - Tel 2303000

### ‘HUDUMA BORA NI HAKI YAKO’

Signed: .....

  
Prof. E.W.O. Aduol  
Vice-Chancellor

Date: ..... 29/10/2018 .....



ISO 9001:2008 Certified